

SHAHEEN & GORDON, P.A.

A T T O R N E Y S A T L A W

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Kara Dowal
Attorney at Law

December 23, 2016

VIA U.S. FIRST CLASS MAIL

Attorney General Joseph Foster
Office of the New Hampshire Attorney General
Attn: Security Breach Notification
33 Capitol Street
Concord, NH 03301

STATE OF NH
DEPT OF JUSTICE
2016 DEC 27 PM 12:28

Re: Notice of Security Breach

Dear Attorney General Foster,

We represent Upper Connecticut Valley Hospital ("UCVH"), 181 Corliss Ln, Colebrook, NH 03576, and are writing to notify you of a security breach that may affect the security of personal information of two New Hampshire residents, in accordance with RSA 359-C:20, I(b).

Nature of the Security Breach

On October 7, 2016, UCVH learned of an incident that occurred on September 23, 2016 in which a third party may have gained access to personal information contained on a vendor's computer and local network when the computer was infected with malicious software. Once the incident was recognized, the computer was immediately removed from the network, the affected network drive was unshared from all network computers, and the vendor was able to confirm that other computers were not affected and were appropriately protected. The vendor immediately conducted a thorough investigation, but was unable to make a definitive conclusion as to whether the third party responsible for the malware attack specifically acquired or viewed the personal information. UCVH's investigation determined that the personal information that may have been accessed included the names, addresses, telephone numbers, dates of birth, and social security numbers of two New Hampshire residents. To date, UCVH has no indication that the personal information has been used in any way.

Notice to New Hampshire Residents

On November 21, 2016, UCVH mailed notification letters to the two affected patients. The letters included a description of the incident, the approximate date of the breach, the type of

personal information that may have been obtained as a result of the breach, and contact information for UCVH.

Other Steps Taken

To help prevent something like this from happening again, UCVH's vendor has implemented stronger protections in its anti-virus software to detect and stop this type of malware and is providing information and training to its employees on preventing this type of breach.

Contact Information

Should you have any questions regarding this notification or other aspects of the security breach, please contact me at (603) 225-7262.

Very truly yours,

A handwritten signature in black ink, appearing to read 'Kara Dowal', with a long, sweeping horizontal line extending to the right.

Kara Dowal

kdowal@shaheengordon.com

KJD

cc: Heather Leighton, UCVH